



Troubleshooting SharePoint

File size limits for workbooks in SharePoint

Microsoft SharePoint has some file size limits for workbooks. When you upload an Excel for the web workbook to a SharePoint document library that's too large, it will either not open in a browser window, or let you edit or refresh data in the browser. To keep from consuming too much disk or memory space, Microsoft 365 SharePoint puts some file size limits on the files or workbooks you can upload and work with online.

Whether you can view and interact with a workbook in a browser window depends on several factors, such as how big a workbook is in file size, what your Microsoft 365 subscription includes, and where the workbook resides.

What are the current file size limits for workbooks?

Your file size limits are determined by your particular Microsoft 365 subscription.

If your Microsoft 365 subscription includes...	And the workbook is stored here...	Then these file size limits apply to workbooks in a browser window
SharePoint Online	A library in a site such as a team site	0-50 MB
Outlook Web App	Attached to an email message	0-10 MB If you're trying to open a workbook that is attached to an email message in Outlook Web App, a smaller file size limits applies. In this case, the workbook must be smaller than 10 MB to open in a browser window.

If you are using Excel for the web and Power BI, different file size limits apply. For more information, see [Data storage in Power BI](#) and [Reduce the size of a workbook for Power BI](#).

What happens if the workbook's file size is too big?

If a workbook exceeds the file size limit that's set for your Microsoft 365 subscription, you won't be able to view it in a browser window. However, there are some things you can try:

- If you have Excel installed on your device, you can download the workbook and then open it in Excel.
- If you have edit permissions to the workbook, you can try to [reduce the workbook's file size](#).



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Fix problems opening documents in SharePoint libraries

If you run into issues opening Office files and documents from SharePoint document libraries, here are some suggestions to help you fix them.

We recommend that you *sync* your document library with your computer to work with documents. Syncing creates a local folder on your computer where you can open and edit files easily. When you save a document, it's automatically uploaded to the SharePoint or OneDrive for work or school. For more information, see [Sync SharePoint files with your computer](#).

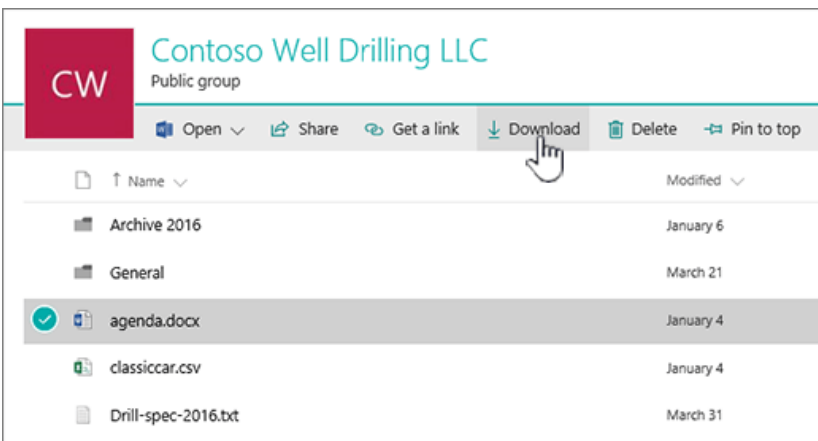
If the issue happens with Open with Explorer or View in File Explorer, see [Open in Explorer or View with File Explorer](#).

Download and check files locally

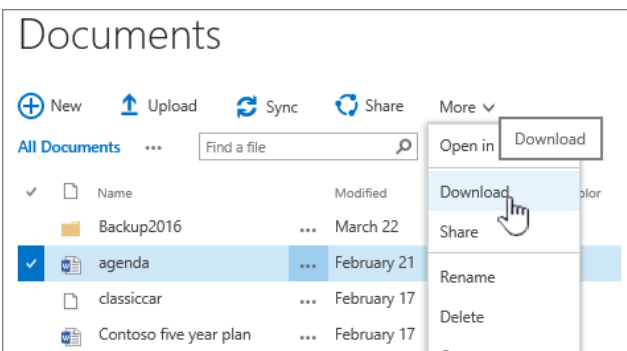
Some problems occur because of differences in versions of SharePoint server and Office. If you can't get it to work, try downloading the file and seeing if you can open it locally.

1. Depending on the version of SharePoint, do one of the following:

In SharePoint, select the file, and click **Download** on the command bar, or click the ellipses (...) and then click **Download**.



In SharePoint Server 2016, select a file, click More on the command bar, and click **Download**, or right-click the document, and then click **Download**.





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File corruption

If the file opened previously, but now doesn't, there could be a problem with a corrupt file, or the format is not compatible with any of your apps. Make sure when you save a file, you try to open it to make sure it was saved correctly. If you're sharing a file with other users, be sure they save files completely and using the same file format. For example, if a spreadsheet is opened as a .xls, make sure it's saved as an .xls file.

Corrupt files can also prevent SharePoint from opening. If you suspect a corrupt file, download the document and try one of the methods outlined in these topics:

- [Open a Word document after a file corruption error](#)
- [Repairing a corrupted Excel workbook](#)
- [Help protect your files in case of a crash](#)

File formats not supported

Newer versions of Office add new features that may not be available with older versions of Office. New versions can read documents created by older version, but older versions can't read newer documents. For example, Excel 2016 saves files in an .xlsx format, while Excel 2003 only reads .xls format. When sharing files in SharePoint, be sure your users have compatible versions of Office for documents. If you're using Microsoft 365, you can install the latest version to your desktop from the online link.



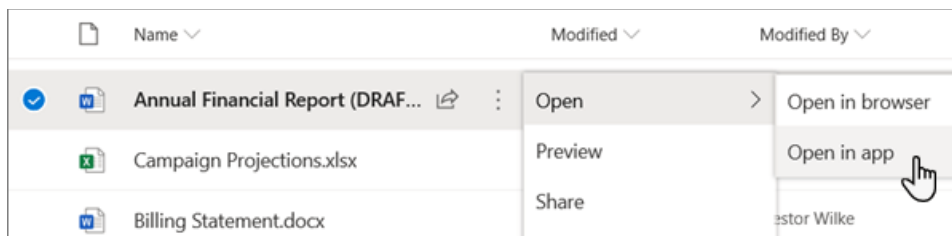
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Documents open read-only in desktop

When you open an Office file from your OneDrive or SharePoint while signed in with a work or school account, it sometimes opens in the online version of the Office app (such as Word) instead of the desktop app. (However, you or your IT admin may have changed a setting so that files open in the desktop app.) Alternately, it may open as read-only when you want to edit the file.

To open and edit a file in the Office desktop app while in OneDrive or SharePoint:

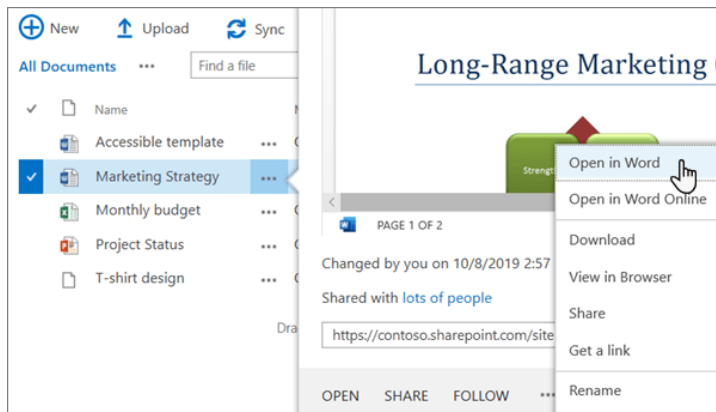
1. Select the file in OneDrive or SharePoint.
2. Select the **More** icon , then select **Open > Open in app**.



Classic OneDrive and SharePoint

To open and edit a file in the Office desktop app while in the Classic version of OneDrive or SharePoint:

1. Select the file in OneDrive or SharePoint.
2. Select the **More** icon , then select **Open**.
3. Select **Open in (app)** (such as **Open in Word**).





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Restore deleted items from the recycle bin

While items are in the site recycle bin, you can restore items you deleted to their original location. If you're using SharePoint in Microsoft 365, you can even view and restore items that were deleted by someone else, as long as you have edit permissions.

Notes:


- If you delete files or folders that you're syncing, you can restore them from the Windows recycle bin on your PC. To put your Windows recycle bin on your desktop, see [Show or hide the Recycle Bin](#).
- The information in this article also applies to OneDrive (for work or school) files. To learn how to restore files in OneDrive, see [Restore deleted files or folders in OneDrive](#).

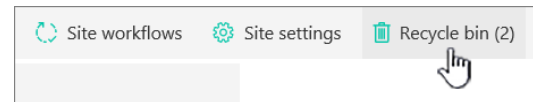
Restore items from the recycle bin of SharePoint in Microsoft 365 or SharePoint Server

You can restore items that you delete and items other people delete (as long as you have edit permissions).

1. Go to the SharePoint site that the items were deleted from. (In Microsoft Teams, from the **Files** tab at the top of your channel, select **More > Open in SharePoint**.)
2. In the Quick Launch bar navigation on the bottom left of the screen, click **Recycle bin**.

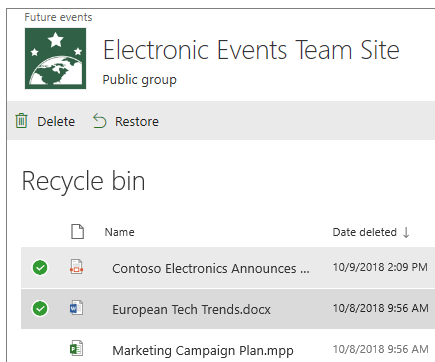
If you don't see the **Recycle bin** on the Quick Launch bar, follow these steps:

- Click **Settings** , and then click **Site contents**.
- The recycle bin is in the top right portion of the Site Contents page.

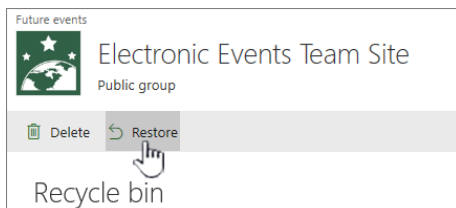


Note: If you don't see a recycle bin in SharePoint Server 2016 or 2013 — the recycle bin might have been disabled. Contact your farm or server administrator. If you're an administrator, see [Configure SharePoint Recycle Bin Settings](#).

3. On the Recycle bin page, click the box to the left of the items or files you want to restore.



4. Click **Restore**.





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When an item is restored, it is restored to the same location that it was deleted from.

Deleted items are retained in recycle bins for a certain period of time. For SharePoint, the retention time is 93 days. It begins when you delete the item from its original location. When you delete the item from the site recycle bin, it goes into the [site collection recycle bin](#). It stays there for the remainder of the 93 days, and then is permanently deleted.

You can restore a list, list item, library, file, or a version of a file to its original location, as long as you have not already deleted its parent. For example, you can't restore a version of a file if the file itself has been deleted. That's because when you delete a file, you delete all versions of the file. Similarly, you cannot restore a file if the library to which it belonged has been deleted. You must first restore the library and then restore the file to the library.

When you restore a library, all of the files that the library contains are also restored. Also, when you restore an item that was originally located in a deleted folder, the folder is recreated in its original location and the item is restored in the folder. Yet, the entire contents of the folder isn't restored.

[Click to watch the "Restoring items from recycle bin" video.](#)

For more information, please refer to the Microsoft training resource page [HERE](#).